

Assessor and Moderator Forum

Feedback from SETQAA QALA and
proposed way forward

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Background

- ETQA Regulation R1127 mandates the ETQA's to conduct quality assurance activities for Constituent Providers, Constituent Assessors/Moderators as well as Certification of Constituent Learners.
- SETQAA has a QALA process (Quality Assurance of Learner Achievements) promotion of quality provision within the sector

Purpose

- To share with Assessors and Moderators general areas of concern around assessment and moderation practices within the sector on the basis of internal moderation reports submitted as well as External moderation process.
- To share proposed strategies for offering more assistance and guidance with the view of capacitating and promoting quality provision of learning within the sector.

Common areas of concern

- Most Training Providers do not go through External Moderation successfully despite the fact that there are qualified Assessors as well as Internal Moderators.
- The quality of internal moderation reports is rather concerning
- General deviations from the provider's Quality Management Systems against which accreditation was offered during implementation
- Outdated QMS (no review has taken place despite the policy changes at various levels and despite the providers commitment to review the policy) resulting in outdated practice

Internal Moderation Process

- Assessors registration issues
- No experience in the field
- Sample (25%)
- Scope of External Moderation not defined
- No moderation of tools by the Internal Moderator prior to implementation
- Learner achievements being submitted before internal moderation takes place
- Learner Achievements submitted do not co-relate with the learner results submitted with the Internal Moderation
- Conduction of moderation of PoE's in isolation of (QMS, Assessment and Moderation Strategy, Assessment guides etc)
- No workplace assessments and judgment is made on the basis of only theoretical assessments.
- Internal Moderators endorse although gaps are identified
- Lack of content in the moderation reports for SETQAA to be able to make a decision on assessment/moderation practice and process
- No follow ups
- No evidence of capacitation (guidance and support) of Assessors by the Internal Moderator
- Teaching/Facilitation and Assessments are not integrated

External Moderation

- Accreditation issues
- Assessor Registration
- No assessment strategy, guides for learners/assessors, assessment plans
- No evidence of learner preparation (Transparency and fairness)
- Assessment tools (inappropriate, not fit for purpose, unavailable, do not promote integration, do not sufficiently cover the minimum requirements of the u/s and or qualification, no linkage to ELO, irrelevant to the context, no provision for practical/applied competence)
- Conduction of assessment (**serious lack of sufficient evidence**, no evidence at all, validity, reliability/consistency, authenticity (no signatures, no dates).
- No records of feedback (if it takes place it is only one way)
- No documented evidence of follow up on areas deemed NYC (coaching, mentoring, retraining and re-assessment opportunity)
- No workplace evidence

Proposed Strategy

- Revised Moderator Pack with the revised tool
- 3 Dimension External Moderation approach
- External Moderation of Skills Programme Providers (previous and future plan)
- Assessor and Moderator Forum for follow up

QUESTIONS?

THANK YOU